



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Measures

Neath Port Talbot Council

Appendix 1 - Environment & Regeneration Directorate Performance Measures - Quarter 4 (1st April - 31st March) - 2022/23


Performance RAG (Red, Amber Green) key:

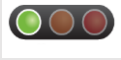

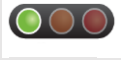
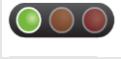

- **Green:** achieved quarter 4 target for 2022/23
- **Amber:** Within 5% of target
- **Red:** 5% or more below target
- N/a or blank column – no comparable data or no target set







Key - ENV - Environment


## How will we know we are making a difference (01/04/2022 to 31/03/2023)?


PI Title	Qtr. 4 Actual 20/21	Qtr. 4 Actual 21/22	Qtr. 4 Actual 22/23	Qtr. 4 Target 22/23	Perf. RAG
<b>1.2.1 Wellbeing Objective 1 - Best start in life</b>					
ENV 1 - Road Safety - PI/548 - Killed or seriously injured: Child casualties (0 -15 years)	0.00	1.00	0.00		
There were no KSI (Killed or Seriously Injured) for Child Casualties during 2022/2023. During 2021/2022 there was one. Our full programme of interventions continues at pace. There is no target for this Performance measure.					
ENV 2 - Road Safety - PI/549 - Road Safety - Killed or seriously injured - Pedal cyclist casualties (All Ages)	1.00	0.00	2.00		
Unfortunately we must report 2 KSI (Killed or Seriously Injured) in this vulnerable group. On both occasions it appears the cyclists were not at fault. Our Cycle Training of both children and adults continues, with driver awareness campaigns focused on vulnerable road users planned for the forthcoming year. There is no target for this Performance measure.					
ENV 3 - Road Safety - PI/550 - Road Safety - Killed or seriously injured - Young Drivers (16 -24 years)	1.00	0.00	1.00		
Unfortunately we must report one serious KSI (Killed or seriously injured) in the young driver category. Our young driver intervention, Pass Plus Cymru continues and will be engaging with more young drivers than in previous years due to the pandemic. There is no target for this Performance measure.					



PI Title	Qtr. 4 Actual 20/21	Qtr. 4 Actual 21/22	Qtr. 4 Actual 22/23	Qtr. 4 Target 22/23	Perf. RAG
<b>1.2.2 Wellbeing Objective 2 - All communities are thriving and sustainable</b>					
ENV 4 - Environmental Health Trading Standards - PI/518 - Percentage of businesses that were either compliant when visited or brought into compliance during the period		80.72	94.75	75.00	 Green
This is a particularly good performance return demonstrating that the service is effective in responding to breaches. There are a number of ongoing investigations which are unlikely to be rectified in the near future. Over the course of the reporting year the service visited 348 businesses with 336 being compliant or were brought into compliance. The service is also using this measure to help target problem areas, but it needs reviewing and it may be revised for 2023/24.					




ENV 5 - Environmental Health Trading Standards- PI/520 - Redress obtained for consumers or victims of crime by service actions		184559.00	17373.00		
Of this total figure, £12,000 was awarded in the conviction of a rogue trader who had preyed on a vulnerable consumer. The payment will be made between that victim and another at £250 per month for 3 years. The remaining money has been through compensation from smaller investigations and estimated savings from the use of call blockers. There is no target for this Performance measure.					
ENV 6 - Building Control - PI/370 - BCT/007 – The percentage of ‘full plan’ applications approved first time.	94.94	99.23	99.04	95.00	 Green
Near maximum performance demonstrating that we are working efficiently with applicants in order to help them achieve compliance. There were a total of 103 applications for the year 2022/2023.					
ENV 7 - Building Control - PI/371 - BCT/004 – Percentage of Building Control ‘full plan’ applications checked within 15 working days during the year.	98.73	100.00	100.00	95.00	 Green
Maximum performance demonstrating that we are dealing with applications efficiently and approving applications well within legal time limits set. There were a total of 104 applications checked for the year 2022/2023					
ENV 8 - Development Management - PI/280 - Percentage of planning appeals dismissed	76.92	43.75	70.00	66.00	 Green
A total of 10 Appeals have been determined over the course of the reporting year. Of these, 7 have been dismissed whereby the Inspector has agreed with the decision of the Authority, and validated the recommendations and assessment made by officers in these cases. While the loss of 3 Appeals is disappointing, overall performance is in excess of the target set.					
ENV 9 - Development Management - PI/579 - Percentage of all planning applications determined in time	95.40	86.94	93.83	80.00	 Green
608 out of 648 (93.8%) applications were determined in time over the reporting year. This exceeds the target of 80% and represents a significant and sustained improvement in performance over the year. Stability in staff resources over this period, following a prolonged period of staff turnover over the previous 12 months, may account for the level of improvement. Hopefully, the trend in level of performance will continue.					
ENV 10 - Development Management - PI/833 - The percentage of major planning applications determined during the year within 8 weeks or 16 weeks if Environmental Impact Assessment (EIA)			33.00	40.00	 Red
4 out of 12 'Major' applications were determined in time over the reporting year, this has meant we have fallen slightly below the annual target. Whilst this is disappointing, it does reflect the complexity of those applications and the level of work involved. We will continue to work collaboratively with developers to meet their own timescales wherever practicable, including negotiating Planning Performance Agreements to assist in resourcing the planning and related services. This Performance measure is reported from 2022/2023					


ENV 11 - Development Management - PI/835 - Percentage of enforcement cases; complainants are notified in writing of the outcome within 12 weeks (84 days) of receipt (80% or higher is considered to be 'good' performance)			84.00	80.00	 Green
277 out of 330 (84%) of all enforcement cases were investigated within 12 weeks. This is a very good achievement and shows consistent performance across the year. This Performance measure is reported from 2022/2023					
ENV 12 - Environmental Health - PI/423 - Percentage of long term problematic empty private properties being brought back into use by direct action	3.28	10.00	21.70	5.00	 Green
The focused action on problematic empty properties by the service uses a range of direct actions including the lengthy legal process of enforced sales. A total of 97 Properties were brought back into use over the year.					
ENV 13 - Environmental Health & Trading Standards - PI/556 - Percentage of food establishments that meet food hygiene standards	96.00	96.62	95.27	95.00	 Green
Performance against this target has remained at a good level across the reporting year, and indicates that just over 95% of registered food premises are classed as "Broadly compliant" which equates to having a Food Hygiene Rating of 3 or 4 or 5 (out of 5).					
PI Title	Qtr. 4 Actual 20/21	Qtr. 4 Actual 21/22	Qtr. 4 Actual 22/23	Qtr. 4 Target 22/23	Perf. RAG
ENV 14 - Environmental Health Trading Standards - PI/430 - Percentage of private water supplies where a risk assessment has been carried out in accordance with drinking water standards	100.00	0.00	50.00	100.00	 Red
While performance is below the usual target, this is partly as a consequence of the team continuing to deal with the backlog of work that has built up over the course of the pandemic. It is also important to note that the service would have achieved 84% had there not been an ongoing issue with the laboratory which the service is trying to resolve – i.e. 2 further Risk Assessments have been carried out but not marked as complete due to Officers being unable to undertake sampling due to the Laboratory issue.					
ENV 15 - Environmental Health Trading Standards - PI/519 - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards & Animal Health		100.00	93.75	100.00	 Red
Performance against this measure remains slightly below target – this is due to Trading Standards not being able to access the final two businesses for the year to inspect and consequently were not done by the end of the reporting year. Other workloads and long term sickness within the team prevented the businesses from being visited earlier in the year. The businesses will now be inspected in 2023/24 and all high risk inspections will be brought forward to before Christmas.					
ENV 16 - Environmental Health Trading Standards HTS - PI/367 - PPN/001ii - Percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	13.90	9.98	75.37	100.00	 Red
Post-Covid recovery is continuing in line with the 'Recovery Plan' agreed between the Food Standards Agency (FSA) and Local Authorities. This Plan focuses on the highest risk (including new businesses, which are not part of this performance measure) and poorest performing premises first, with the more compliant premises currently being targeted for inspection. The out-turn indicates a backlog of 100 premises remains, which will be rolled into 2023/24 for recovery during Quarter 1 and Quarter 2.					

ENV 17 - Planning Policy - PI/424 - Number of new homes delivered which are affordable - LDP Target		0.00	0.00	111.00	 Red
<p>Within the financial year 2022/23, the Local Development Plan (LDP) target for delivering affordable homes through the planning system (via section 106 agreements) was 102 units, however, there have been no affordable homes delivered or committed sums agreed via this mechanism. Whilst this is disappointing, there have been affordable homes built by Registered Social Landlords (RSLs) through Social Housing Grant (SHG), which continues to be the main mechanism for securing affordable housing in Neath Port Talbot.</p> <p>The low levels of affordable housing through the planning system have been influenced by the low levels of market housing delivery due to issues with viability and this is being considered as part of the evidence gathering for the Replacement LDP.</p>					
ENV 18 - Road Safety - PI/549 - Road Safety - Killed or seriously injured - Pedal cyclist casualties (All Ages)	1.00	0.00	2.00		
<p>Unfortunately we must report 2 KSI (Killed or Seriously Injured) in this vulnerable group. On both occasions it appears the cyclists were not at fault. Our Cycle Training of both children and adults continues, with driver awareness campaigns focused on vulnerable road users planned for the forthcoming year.</p> <p>There is no target for this Performance measure.</p>					
ENV 19 - Road Safety - PI/554 - Road Safety - Killed or seriously injured: Older Drivers (75 years and over)	0.00	1.00	0.00		
<p>There have been no KSI's (Killed or Seriously Injured) in the older driver category in this period. We continue to work in community settings to raise mature driver awareness and will be running a mature driver course later this year which will be the first since the pandemic.</p> <p>There is no target for this Performance measure.</p>					
ENV 20 - Road Safety - PI/555 - Road Safety - Killed or seriously injured: Motorcyclists - all Ages	1.00	3.00	5.00		
<p>Regretfully we report that there have been 5 KSI (Killed or Seriously Injured) in this vulnerable category. Our BikeSafe, Dragon Rider Cymru and First Bike on Scene courses continue. Due to the age profile of the riders, we will be working closely with our partners to develop a more targeted intervention in the forthcoming year.</p> <p>There is no target for this Performance measure.</p>					


PI Title	Qtr. 4 Actual 20/21	Qtr. 4 Actual 21/22	Qtr. 4 Actual 22/23	Qtr. 4 Target 22/23	Perf. RAG
<b>1.2.3 Wellbeing Objective 3 – Our local environment, culture and heritage can be enjoyed by future generations</b>					
ENV 21 - Development Management - PI/579 - Percentage of all planning applications determined in time	95.40	86.94	93.83	80.00	 Green
<p>608 out of 648 (93.8%) applications were determined in time over the reporting year. This exceeds the target of 80% and represents a significant and sustained improvement in performance over the year. Stability in staff resources over this period, following a prolonged period of staff turnover over the previous 12 months, may account for the level of improvement. Hopefully, the trend in level of performance will continue.</p>					

ENV 22 - Engineering - PI/433 - Number of accessible routes increases (by Kilometres) in accordance with the Active Travel Network Map (ATNM) - Cycle routes	3.75	-24.19	0.00		
<p>NPT's Active Travel Network Map shows 4 future Cycling routes. These routes have been assessed and do not meet the criteria in the Active Travel Act Guidance to be classified as existing routes.</p> <p>These routes are classified as medium and long term routes and will be considered in the future.</p> <p>An assessment of available cycle storage has been undertaken and cycle storage has been installed in Cymmer and at Aberavon Shopping centre.</p> <p>A scheme to allow businesses to receive free cycle stands for them to install on their property has been launched with financial support from WG.</p> <p>There is no target for this performance measure</p>					
ENV 23 Engineering - PI/432 - Number of accessible routes increases (by Kilometres) in accordance with the Active Travel Network Map (ATNM) - Pedestrian routes	0.00	-14.34.	1.00		
<p>The walking route at Southdown View in the Sandfields has been improved to bring it up to the standard required in the Active Travel Act Guidance. An application will be made to Welsh Government to add this route to our network of existing routes.</p> <p>The majority of routes on NPT's Active Travel Network Map have now been assessed. Some walking routes have met the criteria required in the Active Travel Act Guidance. An application will be made to Welsh Government to amend our Active Travel Network Map to show these routes as existing walking routes.</p> <p>Feasibility and design work has been undertaken on several routes in 22/23 to allow these to be taken forward for improvement in the future (subject to grant funding).</p> <p>There is no target for this performance measure.</p>					
ENV 24 - Environmental Health Trading Standards - CP/078 - Number of PM10 breaches in the Air Quality Management Area (Port Talbot /Taibach)	16.00	27.00	30.00	35.00	 Green
<p>Fine particulates (PM10) breaches are recorded at the official monitoring station located in Port Talbot Fire Station - this mainly relates to emissions from Tata Steel, which is regulated by Natural Resources Wales (NRW). The number of breaches at present (30) is unverified therefore subject to possible change following the verification process.</p>					
ENV 25 - Highways & Drainage - PI/563 - Percentage of A roads in poor condition	3.38	2.55	2.10	5.00	 Green
<p>The current level of 2.1% is within our current target of 5% and is an improvement on the 2021/22 figure of 2.6%.</p> <p>The Authority is responsible for the maintenance of a road network of approximately 858 kilometres in length, with aspirations to move to a service position of no more than 3% of individual road classification requiring short term maintenance.</p> <p>The network is subject to a comprehensive range of technical surveys and/or inspections each year and the resultant information is evaluated to produce a prioritised list of schemes in line with the resources available. This process helps to ensure that limited finances are spent to best effect. Consequently, some sections of road identified by the performance indicators as being 'in poor overall condition' (based on SCANNer data) have been included in recent works programmes.</p>					

In addition, investment has also been directed towards other sections of the A class network that display different defect characteristics to those reported by SCANNeR.					
ENV 26 - Highways & Drainage - PI/564 - Percentage of B roads in poor condition	2.09	1.87	1.8	5.00	 Green
<p>The current level of 1.8% is within our current target of 5% and is an improvement on the 2021/22 figure of 1.9%.</p> <p>The Authority is responsible for the maintenance of an increasing road network of approximately 858 kilometres in length, with aspirations to move to a service position of no more than 3% of individual road classification requiring maintenance very soon.</p> <p>The network is subject to a comprehensive range of technical surveys and/or inspections each year and the resultant information is evaluated to produce a prioritised list of schemes in line with the resources available. This process helps to ensure that limited finances are spent to best effect. Consequently, some sections of road identified by the performance indicators as being 'in poor overall condition' (based on SCANNeR data) have been included in recent works programmes.</p> <p>In addition, investment has also been directed towards other sections of the B class network that display different defect characteristics to those reported by SCANNeR.</p>					
ENV 27 - Highways & Drainage - PI/565 - Percentage of C roads in poor condition	4.78	4.17	3.6	10.00	 Green
<p>The current level of 3.6% is within our current target of 5% and is an improvement on the 2021/22 figure of 4.2%.</p> <p>The Authority is responsible for the maintenance of an increasing road network of approximately 858 kilometres in length, with aspirations to move to a service position of no more than 3% of individual road classification requiring maintenance very soon.</p> <p>The network is subject to a comprehensive range of technical surveys and/or inspections each year and the resultant information is evaluated to produce a prioritised list of schemes in line with the resources available. This process helps to ensure that limited finances are spent to best effect. Consequently, some sections of road identified by the performance indicators as being 'in poor overall condition' (based on SCANNeR data) have been included in recent works programmes.</p> <p>In addition, investment has also been directed towards other sections of the C class network that display different defect characteristics to those reported by SCANNeR.</p>					
ENV 28 - ITU Fleet - PI/384 - Reduction in CO2 Emissions - Tonnes	3151.58	3163.24	3005.08		
<p>The reduction in co2 vehicle and plant emissions by 158.16 ton for twelve month period 22/23. It is anticipated that going forward further significant reductions can be expected as the Fleet transitions to Ultra Low Emission and Zero Emission Vehicles and plant.</p> <p>There is no target for this Performance measure.</p>					
ENV 29 - Lighting & Building Services - PI/386 - Percentage of 24 hour emergency jobs completed	78.41	76.29	73.27	80.00	 Red
<p>Total number of jobs increased by 450 calls in 2022-2023 compared to 2021-2022. Total number of jobs completed 2092, in 24 hours, out of 2855 calls.</p> <p>Amount of reactive calls coming into the building services section has increased across all areas, with more calls being completed within the 24Hr time period from 2021-2022, whilst staffing levels have remained the same.</p>					

ENV 30 - Neighbourhood Services - PI/558 - Percentage of streets that are clean	90.98	92.85	95.70		
As per Street Cleanliness Survey report undertaken by Keep Wales Tidy. The trend is one of improvement There is no target for this performance measure.					
ENV 31 - Neighbourhood Services - PI/905a - No. of fly tipping reports	1639.0	1102.00	886.0		
Quarter 1(April to June) - 245 incidents. Quarter 2 (July to September) - 204 incidents. Quarter 3 (October - December) - 212 incidents. Quarter 4 (January - March) – 225 This is a new performance measure for 2022/2023, no target set.					
ENV 32 - Neighbourhood Services - PI/905b - Average number of days to clear fly-tipping	2.84	4.52	3.51	3.00	 Red
Quarter 4 actual cumulative twelve month data is 3.51 days. Which is a significant improvement on last year as service recovery post Covid continues, although still outside the current target.  Broken down as follows: Quarter 1 data (Apr-June) is 3.68 days. Quarter 2 data (July to September) is 2.90 days. Quarter 3 data (Oct - Dec) is 3.5 days. Quarter 4 data (Jan - Mar) is 3.96 days.  This PI measures the time between a fly tipping report being received and the waste being removed. There are numerous variables which impact upon that time, most importantly the work of the waste enforcement team trying to identify the producer or depositor of the waste and the subsequent outcomes associated with a successful identification. Removing waste as fast as possible is not necessarily a good thing if it stops or reduces enforcement which will help stop the problem. The suitability of a 3 day target will be reviewed at year end with the review of the Neighbourhood Services Service Recovery Plan.					
ENV 33 - Neighbourhood Services - PI/905c - Percentage of fly tipping reports subject to prosecutions, fixed penalty notices or restorative action			16.00		
Restorative Justice = 119 Fly Tipping Prosecutions = 8 Fixed Penalty Notices = 13 Total = 140 No. of Reports = 886 This is a new PI for 2022/2023 There is no target for this performance measure.					



ENV 34 - Neighbourhood Services - PI/906 - Percentage of successful waste enforcement prosecutions/penalties			100.00		
<p>Fourth Quarter - 4 fixed penalty notices for fly tipping - paid  duty of care- paid  This is a new PI for 2022/2023</p> <p>Annual Figures  5 FPN (fixed Penalty Notices) issued for s33 (Fly Tipping) and Paid.  4 FPN's (Fixed penalty Notices ) issued for s34 (Duty of Care) and paid.  3 court prosecutions for s33 1a (Fly tipping) all court prosecutions were successful (Same person but 3 separate occasions)  1 court prosecution for s34 (Duty of Care) successful.</p> <p>There is no target for this performance measure.</p>					
ENV 35 - Neighbourhood Services - PI/907a - Number of dog fouling reports			306.00		
<p>Breakdown by Quarters 2022/23  Quarter 1 data (April – June ) = 70  Quarter 2 data (July – September ) = 79  Quarter 3 data (October – December ) = 57  Quarter 4 data ( January – March ) = 100  This is a new performance measure for 2022/2023, no target set.</p>					
ENV 36 - Neighbourhood Services - PI/907b - Dog fouling FPNs (fixed penalty notices) and prosecutions as a % of reports			2.00		
<p>Total Number of Fixed Penalty Notices - 5  Successful prosecution for non-payment of Fixed Penalty Notices - 1  No. of Reports - = 306  This is a new performance measure for 2022/2023, no target set.</p>					
ENV 37- Neighbourhood Services - PI/908 - Number of other FPNs (fixed penalty notices) and prosecutions other than fly tipping and dog fouling			13.00		
<p>Littering Fixed Penalty Notices - 10  Dog Control Order FPN's (1st May - 30th September Dogs on beach) - 2  Waste Carrier Licence Transfer Documentation Failure - 1  This is a new performance measure for 2022/2023, no target set.</p>					
ENV 38- Planning Policy - PI/431 - Number of improvement projects carried out in the Public Rights of way network	4.00	4.00	4.00	3.00	 Green

The PROW ( Public Rights of Way ) improvement budget for this financial year (22/23) was spent on creating 1 new footpath and improving 3 existing footpaths together with other smaller improvement projects.

Path No: Sarn Helen Community: Aberdulais Description: Surface improvements.

Path No: Footpath 15

Community: Skewen Description: Small improvement scheme to improve surface and install a small ramp to aid with mobility.

Path No: Footpath 28

Community: Rhigos

Description: Install steps and reinstate public footpath.

Path No: New Footpath off Clare Road

Community: Ystalyfera

Description: Project to install a newly registered public right of way.

ENV 39- Planning Policy - PI/828 - Ensure progress of the key stages of the LDP are in accordance with the agreed Delivery Agreement.					
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The Replacement Local Development Plan (RLDP) Delivery Agreement (DA) was agreed by the Welsh Government in January 2022, marking the commencement of RLDP preparation. The DA sets out the timetable for the preparation of the Plan, together with the agreed Community Involvement Scheme.

In accordance with the DA, a Call for Candidate Sites was undertaken between 1st March-31st May 2022. Following the close of the call, all sites submitted were published in the 'Candidate Sites Register', which was subject to a period of informal community consultation between 21st July – 22nd September 2022, where 1,300 comments were received.

The LDP team are currently working on a number of key evidence base documents and establishing the key issues, vision, objectives and growth and spatial strategies that will inform the Preferred Strategy. A 3 week stakeholder consultation was undertaken on the RLDP’s Key Issues, Vision and Objectives, this took place between 1st March and 22nd March 2023 receiving a total of 70 representations which resulted in a number of changes. Candidate sites are also being assessed through the Stage 2 assessment based on deliverability and viability.

The Preferred Strategy consultation is the first statutory stage of plan preparation and was originally scheduled for Spring 2023. There have been some delays in the evidence base studies which has delayed the development of some elements of the Preferred Strategy. The consultation will now take place in November 2023. Whilst there has been a delay, it is still anticipated that the RLDP will be adopted before the current plan expires.




There is no target for this performance measure.

ENV 40 - SAB & Highways - PI/351 - Percentage of Highway Planning Applications responded to within 21 days	87.07	83.15	75.00	81.60	 Red
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Red


The start of the year saw Planning applications being less complex, easier to turn around responses quicker, and quantity of workload was less. As the year progressed targets become a little more challenging to achieve, further a management of change exercise was completed and new staff appointed to assist with the additional workload, however staff have had to be trained on all disciplines of work now covered within the section and others within the section attend work only 4 days a week due to college and /or University attendance. The new statutory requirements under SAB, the quantity of SAB applications and the increased quantity of planning application in the year has become more demanding. As staff have progressed in their working knowledge and skills, the performance has decreased as illustrated towards the end of the 4th quarter from the target of 81.6%, where we achieved 75%. The section however is still experiencing shortfalls in resources due to a staff member being on maternity leave, the long term sickness of Accountable Manager(circa 5 months), and

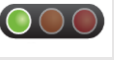

additional staff resource shortage.					
ENV 41 - SAB & Highways - PI/352 - Percentage of Drainage Planning Applications responded to within 21 days	85.44	78.10	79.20	80.40	 Amber
<p>The start of the year saw Planning applications being less complex, easier to turn around responses quicker, and quantity of workload was less. As the year progressed targets become a little more challenging to achieve, further a management of change exercise was completed and new staff appointed to assist with the additional workload, however as explained above staff have had to be trained on all disciplines of work now covered within the section. The new statutory requirements under SAB, the quantity of SAB applications and the increased quantity of planning application in year has increased become more demanding.</p>					
ENV 42 - SAB & Highways - PI/353 - Percentage of Watercourse Consents Applications responded to within 8 weeks statutory period	93.33	80.85	87.50	80.90	 Green
<p>The start of the year ordinary watercourse consenting application were less complex, easier to turn around responses quicker, and quantity of applications were less. However as the workload for other disciplines increased consenting target has more challenging to complete within the timescales.            As the year progressed targets become a little more challenging to achieve due to them being part of the new SAB statutory requirements drainage scheme.            Poor design and lack of details/information from some consultants and developers also played a significant role in delays.</p>					
ENV 43 - Transfer Station - PI/851 - % of waste received sent to landfill			3.90		
<p>Non-Cumulative breakdown for Quarters            Q1- 509.38T of a total of 6794.46T (7.49%)            Q2 - 471.02T of a total of 6662.70T (7.06%)            Q3 - 16.13T of a total of 6160.46T (0.26%)            Q4 – 0.00T of a total of 5,963.68T (0.00%) – During Jan – March 2023 all residual Waste sent to ‘Waste to Energy ‘            Historic data to be provided when available            There is no target for this performance measure.</p>					
ENV 44 - Transfer Station - PI/853 - Environmental non-compliance			0.00		
<p>There were no environmental non compliances for Quarters 1, 2, 3 and 4.            There is no target for this performance measure.</p>					
ENV 45 - Waste Collection Services - CP/067- Percentage of waste, reused, recycled or composted	67.56	66.00	64.73	64.00	 Green
<p>The Council’s overall recycling performance for the year April 2022 to March 2023 is 64.73% which indicates a reduction in performance compared to last year, similar to 12 other councils at the time of writing. The council however has continued to meet the current statutory target of 64%            Members have just approved a new Waste Strategy Action Plan ( Environment ,Regeneration and Streetscene Services Cabinet Board )to increase performance towards the next</p>					

statutory recycling target of 70% in 2024/25					
ENV 46 - Waste Collection Services - CP/068 - Kilograms of residual waste generated per person	209.70	204.37	195.56		
The figure reported for this year (April to March) is an improvement (195.56kgs/person) on the previous year (204.37kgs/person) and suggests a downward trend which is encouraging. There is no target for this performance measure.					
ENV 47 - Waste Collection Services - PI/859 - % of household missed collections (refuse)			0.15		
The total number of refuse collections made during the year (April to March) is approximately 1,716,000 and the number of missed collections recorded is 2,640, which is 0.15% of the total collections.  The figures include all calls logged. It is noted some calls, when investigated, are found to be unrelated to council performance for reasons such as blocked access due to on-street parking; excess side waste and refuse presented on the incorrect day or week. These calls are excluded from this indicator if they can be separately identified. There is no target for this performance measure.					
ENV 48 - Waste Collection Services - PI/860 - % of household missed collections (recycling)			0.09		
The approximate total number of recycling collections made during the year (April to March) is 3,432,000 and the number of recorded missed collections is 3,175 which represents 0.09% of the total.  The figures include all calls logged. It is noted some calls when investigated, are found to be unrelated to council performance for reasons such as, blocked access due to on-street parking; not presented correctly (cardboard presented loose or in single use plastic bags); contaminated recycling and recycling presented on the in-correct day. These calls are excluded from this indicator if they can be separately identified. There is no target for this performance measure.					

PI Title	Qtr. 4 Actual 20/21	Qtr. 4 Actual 21/22	Qtr. 4 Actual 22/23	Qtr. 4 Target 22/23	Perf. RAG
<b>1.2.4 Wellbeing Objective 4 – Jobs and Skills</b>					
ENV 49 - Regeneration & Economic Development - PI/457- Number of completed training weeks for apprenticeship, traineeships and work experience	2026.00	2844.00	1867.00		
Overall for 2022/23, contracts delivered excellent outputs and outcomes in relation to providing local people with many employment, training and work experience opportunities. Even though there are no set targets for this KPI, and outputs and outcomes are dependent on number of projects being delivered within the year the resultant numbers are more than satisfactory.					

There is no target for this performance measure.					
ENV 50 - Regeneration & Economic Development - PI/462 - Number of business enquires assisted resulting in advice, information or financial support being given to existing companies through Business Services	2242.00	711.00	515.00	500.00	 Green
Despite the team closing down programmes of support, including the Council's grant scheme, in preparation for the launch of the new Shared Prosperity Fund funded Business Anchor project, demand for services remained high throughout the last quarter. Requests for business advice to support expansion and investment projects continued to be received. It is evident that local businesses are still feeling the effect of the pandemic and are now having to also deal with new issues such as the Energy Crisis.					
ENV 51 - Regeneration & Economic Development - PI/463 - % of contracts awarded to local companies as a result of delivering community benefit clauses in Council tenders	36.00	32.00	32.00		
In general, the construction is still experiencing, supply chain issues, cost increases and shortages in materials and staff. Despite these challenges, achieving a 32% contract award level for local businesses is an excellent achievement for the year. There is no target for this performance measure.					
ENV 52 - Regeneration & Economic Development - PI/551 - Number of new business start-up enquiries assisted	199.00	244.00	233.00	280.00	 Red
Much of this activity has been scaled back in preparation for the launch of the new Shared Prosperity Fund funded Business Anchor project. This project will include a scaled up approach to supporting new business starts especially within our valley communities. A series of events across the County are planned to commence in May 2023. These events will include Business Support drop-ins; start up courses, workshops and training courses, dependent on the needs of businesses.					
ENV 53 - Regeneration & Economic Development - PI/577 - Workways + - Number of people helped back to work , training or volunteering	58.00	112.00	66.00	51.00	 Green
During Quarter 4 Workways+ have exceeded the target of supporting individuals who are economically inactive and unemployed to progress into employment, training, work experience or volunteering. There has been an increase in Paid Work Opportunities. Many of the Paid Work Opportunities have been created for the Ukrainian Community, which has benefitted individuals and businesses.					
During the year 2022 – 2023 the Workways+ Team have partially returned to the Work Station following Covid, continuing with hybrid working. Mentors have continued to support participants remotely and face to face, many from the Ukrainian Community. Paid Work Opportunities have risen following Covid, assisting participants with lack of confidence and other barriers return to the workplace.					
Training has continued during the year with a variety of courses being accessed, including Counterbalance, Food Hygiene, computer courses, First Aid, Security Industry Authority Licence, Construction Skills Certification Scheme card and Cherry Picker. During 2022/2023 16 individuals have accessed employment, 34 individuals have achieved Work Related Certificates or Qualifications, 3 have completed volunteering and 13 have completed a Paid Work Opportunity.					

ENV54 - Regeneration and Economic Development - PI/557 - The number of jobs created/safeguarded as a result of financial support by the local authority	470.00	410.00	309.00	300.00	 Green
Despite the funding programme being scaled back in preparation for the launch of the new Shared Prosperity Fund funded Business Anchor project in May 2023, the team have processed a high number of quality funding applications in the last quarter, from businesses looking to grow, or invest in their operations. A pipeline of projects are waiting for the release of the new funding programme which will support the creation and/or safeguarding of further employment opportunities.					

PI Title	Qtr. 4 Actual 20/21	Qtr. 4 Actual 21/22	Qtr. 4 Actual 22/23	Qtr. 4 Target 22/23	Perf. RAG
<b>1.2.5 Governance and Resource (cross-cutting) - including Planning &amp; Performance, Workforce Management, Financial Resources, Democracy, Community Relations, Asset Management and Commissioning &amp; Procurement.</b>					
ENV 55 - Engineering - PI/356 - Number of Principal Bridge Inspections carried out	41.00	31.00	30.00	10.00	 Green
Annual target exceeded and the Engineering department will be aiming to carry out more inspections as the experience of staff increases					
ENV 56 - Highways & Drainage - PI/434 - Number of reported properties flooded	100.00	40.00	46.00		
Due to high rainfall over the final quarter two properties were flooded between December and the end of March 2023, making the total number of properties flooded from April 2022 up to the end of March 2023 equal to 46. It's important to note that 27 properties were flooded in November 2022 in Cryddan Brook was as a consequence of the grid being overwhelmed by debris, during flash floods. Flooding problems were again generally caused due to heavy periods of rain and system capacity issues. Meetings and Investigations with Welsh Water are ongoing.					
ENV 57 - Lighting & Building Services - PI/392 - The number of calendar days to repair all street lamp failures during the year			2.74	4.00	 Green
Under target days for the year. 926 jobs completed, total days 2536 therefore average completion time = 2536/926 = 2.74 Days. This performance measure is reported from 2022/23.					
ENV 58 - Property - PI/667 - Reduction in the overall size of the corporate estate (Net Internal Area Reduction).			24218.00		
NIA (net internal area) / Employee has been changed to GIA (gross internal area) to better reflect the buildings and corporate estate refers to operational office buildings including Civic and individual directorate offices. Baseline data shown is for end of March 2023 There is no target for this performance measure.					

ENV 59- Property - PI/668 - Reduction in total useable area of office accommodation (Net Internal Area/ Employee).			10.08		
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This performance measure relates to number of staff per m2 of floor space working from Civic buildings as their defined fixed centre. The area has been changed from NIA (net internal area) to GIA (gross internal area) and relates to the position in March 2023. There is no target for this performance measure.